



June 2019

Technical Service Bulletin Notification TSB #19-032

Dear Valued Dealer:

Jayco has determined that certain Model Year 2019- 2020 White Hawk travel trailers require an inspection of the emergency, breakaway trailer switch wiring. Incorrect wiring will prevent the trailer brakes from functioning.

Our records indicate that the following unit is currently part of the inventory at your dealership and requires the Bulletin repair *prior to delivery to retail owner*:

VIN

If you sold this affected vehicle, *please contact the current owner regarding this Service Bulletin and process the Warranty Registration for this customer.* All pertinent information regarding this Bulletin is on file under the Service and Parts Tab of our website. If you have questions regarding this Service Bulletin, please contact Customer Service at 800-283-8267.

We apologize for any inconvenience or concern this Bulletin may cause and want to assure you that Jayco is taking all the necessary steps to ensure our product quality meets your expectations.

Sincerely,
Jayco Towables



Technical Service Bulletin Notification TSB #19-032

Unit VIN:

Dear Valued Customer:

Jayco has determined that certain Model Year 2019-2020 White Hawk travel trailers require a service appointment to inspect the wiring of the emergency brake, breakaway trailer switch. Incorrect wiring will prevent the trailer brakes from functioning.

Our records indicate that this Service Bulletin affects your travel trailer. Please contact your nearest Jayco dealer to schedule an appointment and present this letter as authorization to have the procedure completed at **no cost** to you.

If you have sold or traded your vehicle, or for any reason cannot have this service performed, please contact Customer Service Department at 800-283-8267.

We apologize for any inconvenience or concern this bulletin may cause and want to assure you that Jayco is taking all the necessary steps to ensure our product quality meets your expectations.

Sincerely,
Jayco Towables



Emergency Brake Breakaway Switch Wiring

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|-----------------------|---|--------------------------|-----------|
| Bulletin Type: | Technical Service Bulletin TSB | Publication Date: | June 2019 |
| Bulletin #: | 19-032 | Make: | Jayco |
| Job Code: | 9801438 | Model: | Whitehawk |
| Flat Rate: | TSB 09 Inspect no repair .1hr TSB 10 Inspect and repair .3hr | Model Years: | 2019-2020 |

| | |
|------------------------------------|--|
| Incident: | Incorrect wiring of the Emergency Brake- breakaway switch will prevent trailer brakes from engaging. |
| Affected Units: | 2019 White Hawk K1420134-0139 K1480133-0143 K14H0198-0234 K14Z0158-0169 2020 White Hawk L1480051-0062 L14H0052-0063 L14Z0051-0062 |
| Misc. Tools & Supplies: | Screw gun with #2 square bit or #2 Philips screwdriver Wire cutters Wire strippers Fluke 376 meter (or equivalent) Wago 221 - 3 position connector or appropriate sized wire nut |

INSPECTION STEP

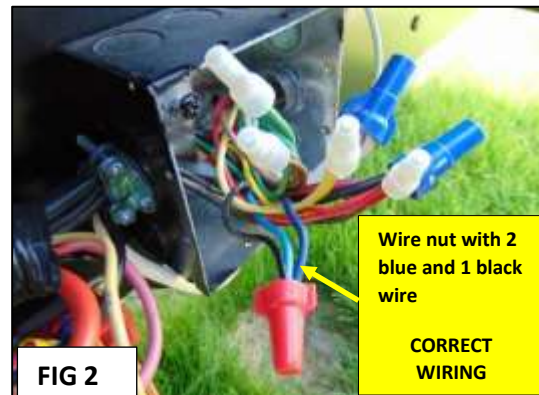
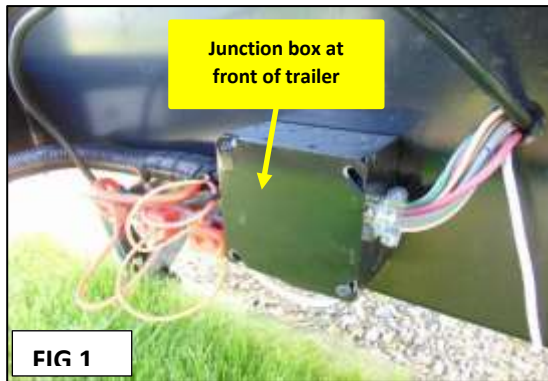


FIG 1:

- Locate the junction box located at the front of the trailer, mounted on the front cross member inside the A-frame hitch area.
- Remove the 2 screws holding the cover on.

FIG 2:

- Pull out the wiring and inspect the wiring.

Correct is a wire nut with 2 blue wires and 1 black wire. There will only be one wire nut with this wire color combination. If the switch wiring is correct, no repair is required. Replace the cover and the 2 screws.

Incorrect is the absence of a wire nut with 2 blue wires and 1 black wire. Continue with the following repair instructions.

REPAIR INSTRUCTIONS

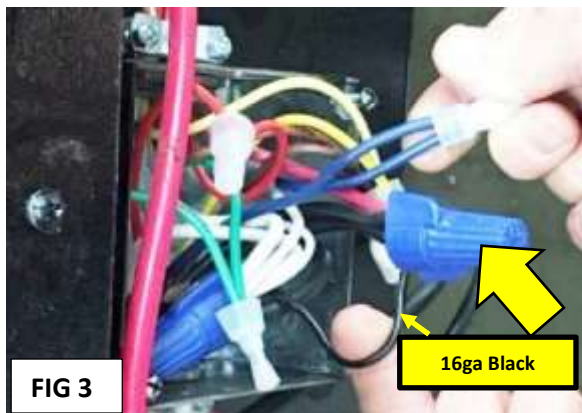
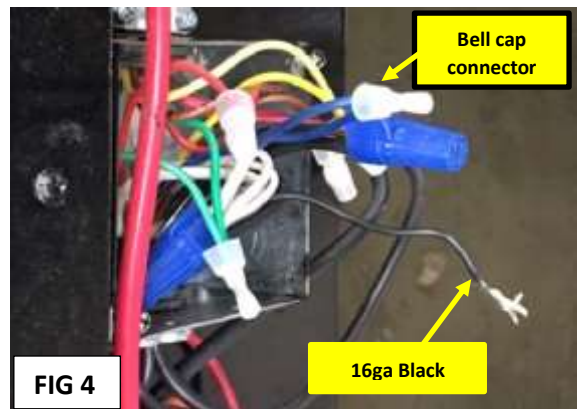


FIG 3:

- Locate the large blue wire nut with 4 black wires, and 1 red wire (large arrow). **(INCORRECT WIRING)**
- One of the 4 black wires will be a 16ga and smaller than the others.

FIG 4:

- Remove the 16ga wire from the group of 4 black wires in the large wire nut.
- Twist the remaining 3 black wires and the single red wire together and insert back into the large wire nut.
- Locate the Bell cap connector with 2 blue wires connected together.
- Cut the Bell cap connector off of the two blue wires.



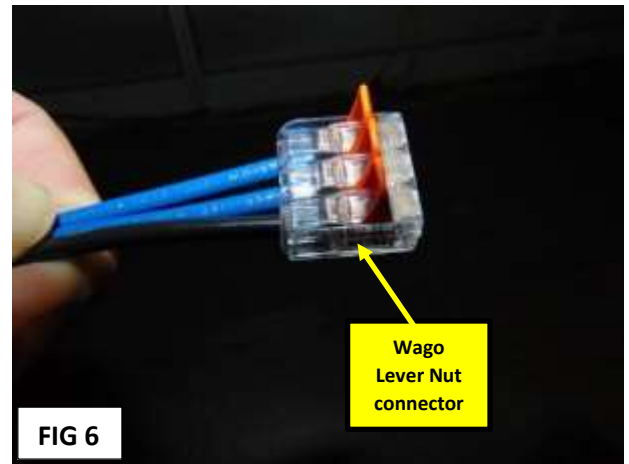
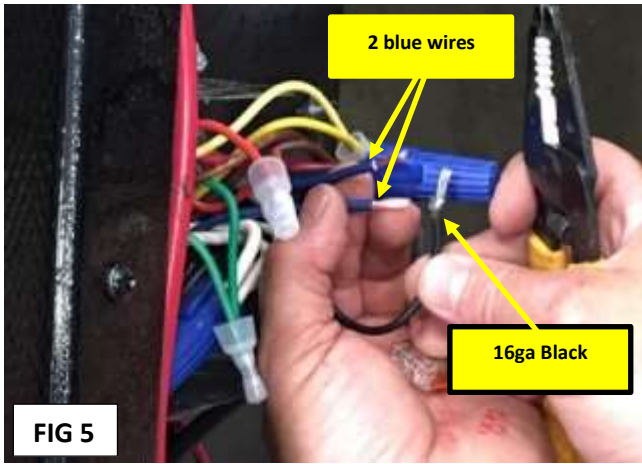


FIG 5:

- Strip the ends of the 2 blue wires and the single black 16ga wire from Fig 4.
- Wires should be stripped back approximately 3/8".

FIG 6:

- Open the 3 tabs on the Wago Lever Nut connector as shown. *****(see note below)**
- Insert the 2 blue wires and the 16ga black wire into the Wago Lever Nut connector.
- It does not matter which wire goes into which connector position.
- All 3 positions of the connector are electrically tied together.

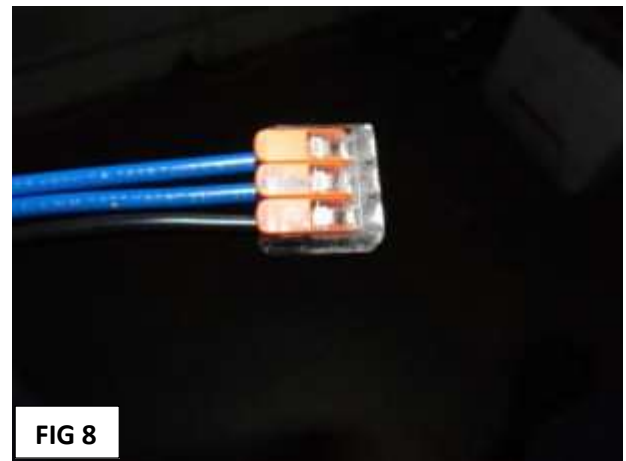
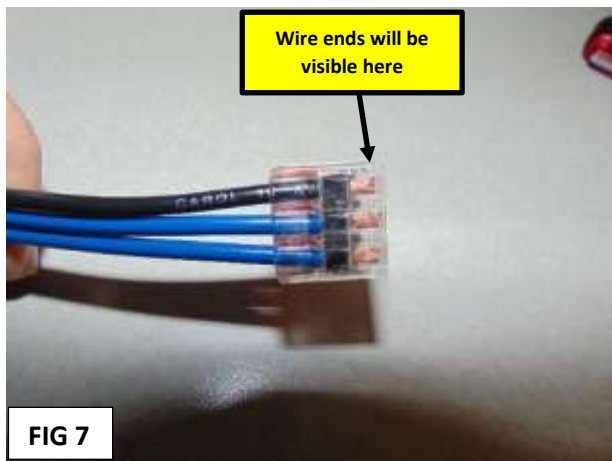


FIG 7:

- If wires are inserted correctly, you will see the ends of the wires extending to the end of the case.

FIG 8:

- When wires are inserted correctly, clamp the 3 levers down and the connection has been made.

*****NOTE: IF YOU ARE USING A WIRE NUT RATHER THAN A WAGO CONNECTOR:**

- Strip the 3 wires (2 blue, 1 black) approximately 3/8" each.
- Twist the stripped ends of the 3 wires together.
- Twist a wire nut (large enough to accommodate the 3 wires) onto the wires until tight.
- Refer to Fig 2 which shows the 3 correct wires connected with a proper wire nut.

TESTING THE BREAKAWAY SWITCH REPAIR

1. Apply power to the trailer in one of 3 ways:
 - Plug in shore power
 - Attach a 12V battery to the trailer
 - Connect the trailer to a tow vehicle
2. The junction box on the front of the trailer should be open with wiring pulled out of the box.
3. Place a DC current meter around both blue wires in the Wago connector/ wire nut from (Fig 8).
4. Set the meter to DC current setting.
5. The meter will have no reading if the breakaway switch has not been activated.
6. Pull the breakaway switch as if the trailer has become disconnected from the tow vehicle.
7. The display on the meter should read between 12 and 14 amps if the repair was made correctly. This indicates the trailer brakes have been activated.



TESTING COMPLETED

1. Remove the meter and replace the breakaway switch plug.
2. Replace all the wiring back into the junction box.
3. Replace the cover with the 2 screws.

Jayco's sole obligation under our limited warranty is to repair or replace defective materials and/or workmanship deemed our responsibility as determined by Jayco in our sole discretion. Jayco reserves the right to use new and/or remanufactured parts or materials of similar quality to complete any work, and to make parts and/or design changes as appropriate without notice to anyone. Jayco designs and/or materials changes are done without obligation to incorporate such changes in previously manufactured product. Jayco makes every reasonable effort to ensure field remedies will not adversely affect performance and/or safety of the unit. This field remedy is not intended to extend to future performance of this RV, or any of its materials, components or parts beyond the standard warranty period. The RV owner's obligation to notify Jayco, or one of its independent, authorized dealers, of a claimed defect does not modify any obligation placed on the RV owner to contact Jayco directly when attempting to pursue remedies under state or federal law. Jan. 2019.

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